

DEPARTMENT: Various

REPORTS TO: Various

SUPERVISES: None

DEFINITION:

Performs a variety of routine administrative support activities of limited to moderate complexity which contribute to efficient office operations and require a basic understanding of department and City programs and procedures.

DISTINGUISHING CHARACTERISTICS

The Administrative Assistant I is the first level administrative support classification. It is distinguished from the Administrative Assistant II classification in that duties are less varied, more routine in nature and the work is performed under closer supervision.

A variety of routine tasks are performed within well-defined procedures and are reviewed regularly for accuracy, adherence to established policies and procedures, quality and thoroughness. Assistance is readily available from co-workers and/or supervisor(s). Problems are identified and a solution is suggested to a lead or supervisor for approval. Typically supports department staff and mid-level management.

ESSENTIAL JOB FUNCTIONS-- (Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Provides customer service and/or reception support to internal and external customers.

- Responds to inquiries, in person and by telephone.
- Provides routine information regarding City, department and/or program area.
- Collects information regarding more complex inquiries and refers to appropriate person for follow-up as necessary.
- Greets and directs visitors.

Provides administrative support using computer software skills.

- Types letters, memos and other material from draft, dictation or specific instructions.
- Proofreads and edits documents, presentation materials, brochures and other documents for grammar, punctuation and spelling.
- Enters data into computer system from a variety of documents.
- Retrieves data from computer and may compile routine reports from various data sources.

Provides general administrative support.

- Coordinates meetings, calendars and/or travel arrangements.
- Processes and distributes incoming and outgoing mail.
- Coordinates appointments, meetings and/or travel arrangements; Notifies personnel of itineraries and appointments.

- Coordinates materials for distribution.
- Photocopies and faxes documents.
- Processes forms according to established procedures, including purchase orders and invoices.
- Maintains electronic and manual filing systems; Enters and retrieves information from filing systems; Produces simple/standard reports from data.
- Collects and compiles data; Prepares standard forms, reports, requisitions and vouchers.

### OTHER JOB FUNCTIONS

Provides backup support to other administrative support staff as needed.

Performs other related duties as assigned.

### WORKING CONDITIONS:

Duties are primarily performed in an office environment while sitting at a desk or computer terminal. May be required to occasionally lift office supplies and equipment weighing up to 25 lbs.

### QUALIFICATIONS:

#### Knowledge of:

- General office practices, procedures and equipment.
- Standard business English usage, spelling, grammar and punctuation.
- Knowledge of City word processing, database and spreadsheet software preferred.

#### Ability to:

- Operate standard office equipment such as microcomputer, transcriber, typewriter and ten key.
- Maintain filing and recordkeeping systems.
- Prepare reports, correspondence, and records.
- Communicate effectively, both orally and in writing.
- Physical ability to perform the essential functions of the job.

Education and Experience -- Any equivalent combination of education and experience which provides the applicant with the knowledge, skills, and abilities required to perform the job. A typical way to obtain the knowledge and abilities would be:

High School diploma or G.E.D. and one to two years of related work experience.

### Licenses, Certificates, and Other Requirements

A valid driver's license may be required for some positions in this classification.  
May require specialized certification depending on job assignment.

Approved: 6/97  
Revised:

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